

MADERA COUNTY

COMMUNICATIONS DISPATCHER I/II/III

DEFINITION

Under supervision (Communications Dispatcher I) or general supervision (Communications Dispatcher II/III), to receive and transmit radio and telephone communications; to dispatch law enforcement and other public safety personnel; to perform a variety of office assistance work; and to do related work as required.

SUPERVISION EXERCISED

Communications Dispatcher I

Exercises no supervision.

Communications Dispatcher II/III

May exercise technical and functional supervision over lower level staff.

DISTINGUISHING CHARACTERISTICS

Communications Dispatcher I--This is the entry level in the Communications Dispatcher class series. Positions at this level usually perform most of the duties required of the positions at the Communications Dispatcher II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Communications Dispatcher II--This is the full journey level in the Communications Dispatcher class series. Positions at this level are distinguished from the Communications Dispatcher I level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and positions at the Communications Dispatcher II level are normally filled by advancement from the Communications Dispatcher I level. When filled from the outside, the employee is required to have prior related experience which allows the employee to meet the qualification standards for the Communications Dispatcher II level.

Communications Dispatcher III--This is the advanced journey level in the Communications Dispatcher class series. Positions at this level perform the full range of duties of the Communications Dispatcher II in addition to providing lead direction and training to less experienced Dispatchers. Positions in this class series are flexibly staffed and filled by advancement from the Communications Dispatcher II level. When filled from the outside, the employee is required to have prior related experience which allows the employee to meet the qualification standards for the Communications Dispatcher III level.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Receives emergency calls from the public requesting law enforcement or other emergency services; obtains critical information including names, addresses, telephone numbers, complaints, and location of crimes, accidents, and service requests; determines nature, priority, and location of emergency; alerts and dispatches emergency units as necessary and in accordance with established procedures; uses telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies; receives calls and relays information to other local County departments including Animal Services and Roads; receives non-emergency telephone calls; responds to routine requests for information from the public; takes messages for department personnel; maintains contact with all units on assignment; maintains status and location of law enforcement units; provides information and assistance to units at on-scene locations when requested; secures emergency assistance from other agencies and services including ambulances and utilities as requested; performs a variety of specialized record keeping, filing, and indexing work; maintains a variety of logs, files and records pertaining to activities including validation lists, reports, warrants, and restraining orders; enters, updates, and retrieves information from teletype networks including CJIS/NCIC; maintains complex department records and files; maintains and operates record keeping machines specific to the Sheriff's Department; verifies warrant and record data; performs master street address and phone number searches; provides information to other law enforcement agencies including warrant abstracts; maintains tapes on master recording equipment; searches master recordings for needed information; greets and responds to public inquiries at Department counter; operates a variety of modern office and specialized communications equipment including CLETS system, radios, and teletype machines; and may provide training/lead supervision for new hires and other lower level staff.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Communications Dispatcher I

Knowledge of:

Basic principles and procedures of record keeping.
Basic principles and practices used in dealing with the public.
English usage, spelling, grammar, and punctuation.

Skill to:

Operate modern office equipment including computer equipment.
Learn to operate emergency dispatch and communications equipment including radio, telephone, and teletype equipment.
Type and enter data at a speed necessary for successful job performance.

Ability to:

Learn standard radio broadcasting and dispatch procedures and rules.
Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions including penal, vehicle, and law enforcement codes and FCC regulations regarding transmission and reception of public safety radio traffic.
Learn the geography of the County including streets, public buildings, landmarks, businesses, medical facilities, and community centers.
Learn the operating procedures, policies, and functions of the Madera County Sheriff's Department.
Learn the operating characteristics and uses of the California CLETS system.
Learn to quickly obtain critical information and prioritize calls.
Work well under pressure, exercise good judgment, and make sound decisions in emergency situations.
Handle multiple concurrent tasks and manage priorities.
Effectively communicate with and elicit information from upset and irate citizens.
Interact effectively and sensitively with individuals from diverse backgrounds.
Maintain confidentiality of sensitive information.
Represent the Department effectively and courteously with the public.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

One year of responsible clerical work involving heavy public contact. Law enforcement and radio communications experience is highly desirable.

Training:

Equivalent to the completion of the twelfth grade.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in an office environment with the ability to sit, stand, walk, kneel, stoop, twist, and lift 20 lbs.; availability for shift work.

Communications Dispatcher II

In addition to the qualifications for a Communications Dispatcher I:

Knowledge of:

Standard radio broadcasting and dispatch procedures and rules.

Local geography of the County including streets, public buildings, landmarks, businesses, medical facilities, and community centers.

Operating procedures, policies, and functions of the Madera County Sheriff's Department.

Pertinent Federal, State, and local laws, codes, and regulations including penal, vehicle, and law enforcement codes and FCC regulations regarding transmission and reception of public safety radio traffic.

Operating characteristics and uses of the California CLETS system.

Skill to:

Operate modern office equipment including computer equipment.

Operate emergency dispatch and communications equipment including radio, telephone, and teletype equipment.

Ability to:

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions including penal, vehicle, and law enforcement codes.

Quickly obtain critical information and prioritize calls.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of increasingly responsible experience equivalent to a Communications Dispatcher I with Madera County.

Training:

Equivalent to the completion of the twelfth grade.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in an office environment with the ability to sit, stand, walk, kneel, stoop, twist, and lift 20 lbs.; availability for shift work.

Communications Dispatcher III

In addition to the qualifications for a Communications Dispatcher II:

Knowledge of:

Principles of staff development and training.

Ability to:

Train, instruct and develop new employees.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of increasingly responsible experience equivalent to a Communications Dispatcher II with Madera County.

Training:

Equivalent to the completion of the twelfth grade.

License/Certificate:

Possession of a Certificate of Completion from a California P.O.S.T. (Peace Officer Standards and Training) Communications Training Officer Course.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in an office environment with the ability to sit, stand, walk, kneel, stoop, twist, and lift 20 lbs.; availability for shift work.

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